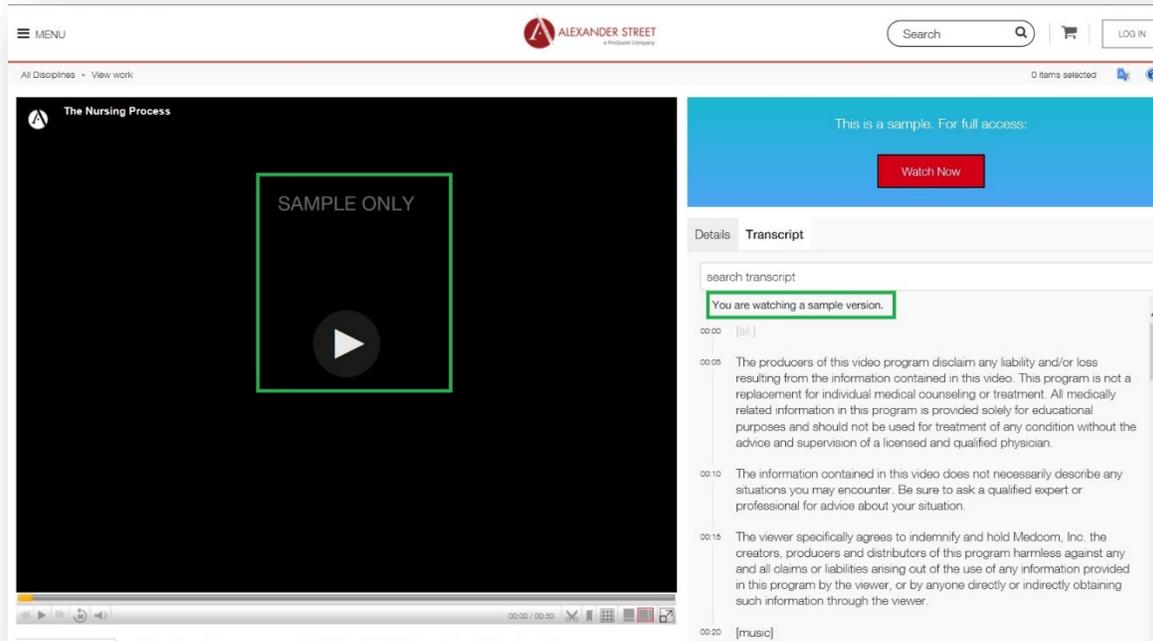
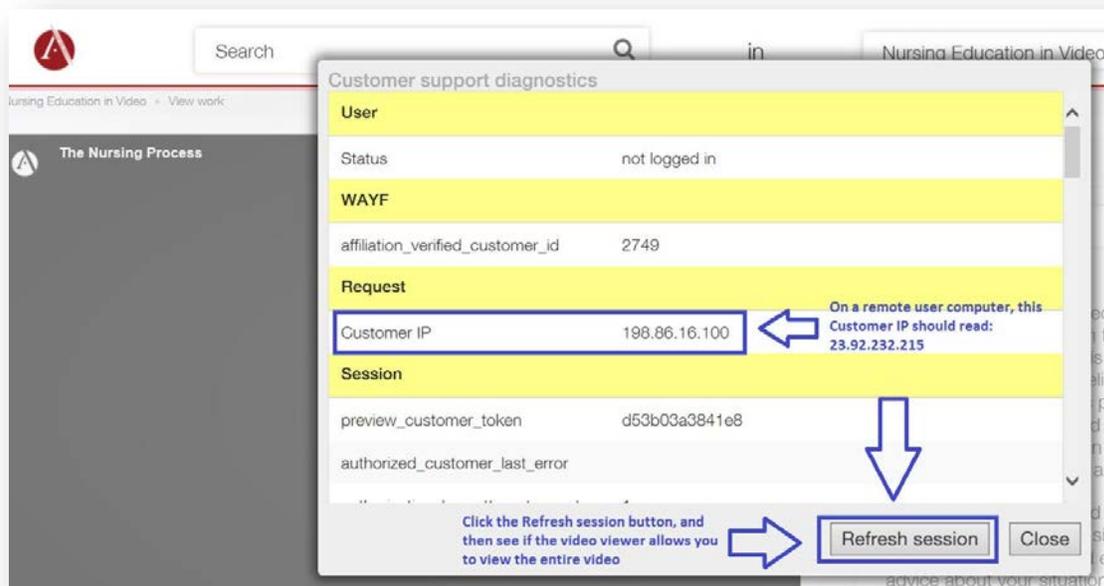


Alexander Street Video Access Errors

1. If you receive an **error message** such as the following that only offers to let you view a sample of the entire video:

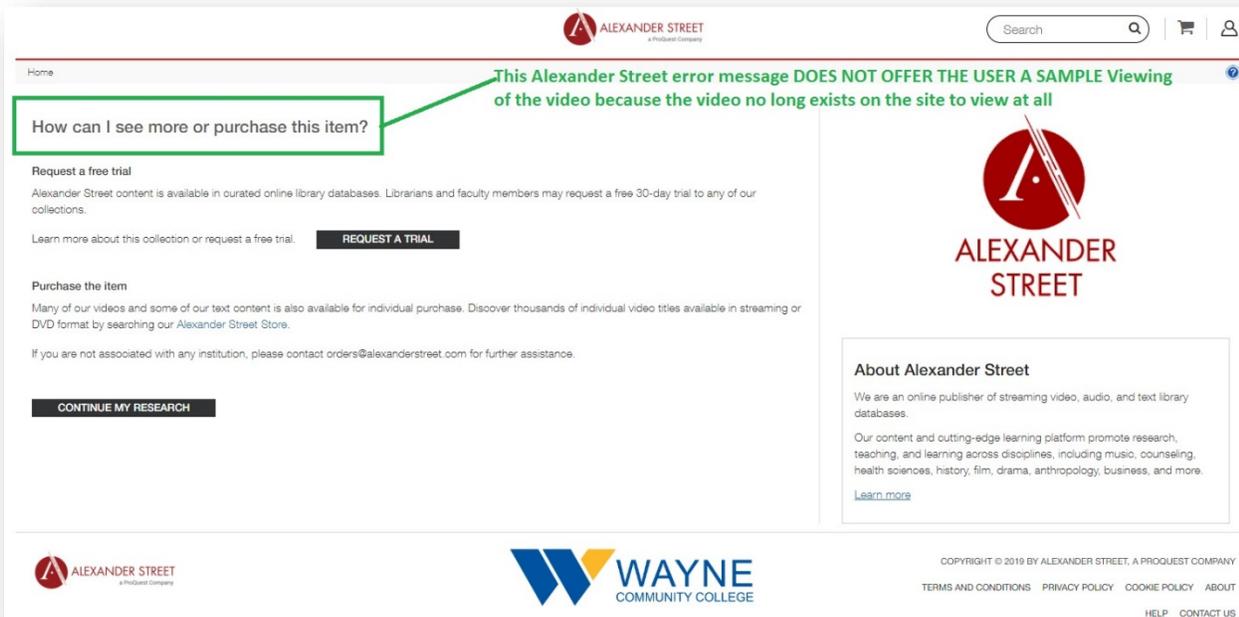


2. First, locate the **Esc** key in the upper left corner of your computer keyboard and click the key three times fast
3. This **pop-up diagnostic box** will appear:



4. First, note the **Customer IP address**; it should be 23.92.232.215, which is the IP any computer shows that has access the college's proxy server, which it should when you are using a computer outside of the Erwin Library
5. In any case, next, click the **Refresh session button** at the bottom of the **pop-up diagnostic box**

6. Once the **pop-up diagnostic box** is closed, and you're on the **video viewing window page** again, you should be able to view the entire film, with no prompt to buy the video
7. If, however, you received the following **Alexander Street video error message** which offers to sell you a video, but **DOES NOT OFFER TO LET YOU VIEW A SAMPLE** of that full video title, then it means that the video no longer exists on the Alexander Street database to view at all, but is probably available in a newer version (just search the title again in WCC Single Search or using the direct database link (**Note** that the title may have been changed a bit in the newer version):



The Erwin Library Reference staff will be happy to help you with any access problems you encounter when using the library databases, either in person in the library, or by phone at (919) 739-6891 or Ext. 6891 from on-campus. A librarian will also reply to a request made through the **Erwin Library homepage** using the **Ask a Librarian form** and its **drop-down menu options**.